



Disability Services – Deaf/Hard of Hearing

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POLICIES AND PROCEDURES FOR USING AN INTERPRETER

Disability Services is doing its very best to provide you with a sign language interpreter that is appropriate for your needs and language preferences. You can help improve the working relationship with your interpreter by following these guidelines.

- 1) All interpreter services will be arranged by Disability Services/DHH Coordinator.
- 2) Remember that your interpreter is not a tutor. An interpreter's job is to sign whatever the instructor and students say, and to voice your signing when appropriate.
- 3) If you would like to visit with your interpreter, please wait until before or after class. It is distracting to both the interpreter and the instructor.
- 4) If you are having trouble understanding a concept, ask the instructor to explain it again. There are probably many hearing students who don't understand it either.
- 5) If you wish to speak to an instructor after class, ask the interpreter to stay. If not, then make an appointment with the instructor and then immediately contact the DHH Coordinator to request an interpreter for the appointment.
- 6) Interpreters will be provided for final exams only upon request.
- 7) If you will be absent from class, please notify the DHH Coordinator as soon as possible. If you are not sure when you will return to class, tell the office to cancel services until you can contact them.
- 8) If you are absent two (2) times without adequate prior notice to our office, services will be suspended until you meet with the DHH Program Coordinator.
- 9) If you are absent three (3) times without adequate prior notice to the DHH Coordinator, services will be suspended until you arrange a meeting with the DHH Coordinator as well as the Director of Disability Services. The instructor will also be notified that the interpreting services have been suspended until further notice.
- 10) If you have any problems working with your interpreter, please discuss it with the DHH Coordinator. Please do this as soon as possible so we can help improve the situation. Problems get worse when you ignore them.
- 11) When possible, interpreters work in teams. Sometimes an interpreter will have a class cancel, so he/she may team or observe the interpreter working in your class. Observing other interpreters working helps to improve skills. If you do not want another interpreter observing your class, please notify the DHH Coordinator.
- 12) If you decide to change or drop a class, please notify the DHH Coordinator.
- 13) Our interpreters abide by the RID/NAD Code of Professional Conduct. It would be helpful for you to read the attached copy to become familiar with the ethical conduct of interpreters. Then, if you feel your interpreter is not following this code, please contact the DHH Coordinator to discuss the problem.